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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/499,817	02/08/2000	Paul Fischer	00EC037/78111	1783

7590 04/29/2004

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BUI, BING Q

ART UNIT	PAPER NUMBER
	2642

DATE MAILED: 04/29/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/499,817	FISCHER ET AL.
	Examiner	Art Unit
	Bing Q Bui	2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 17 February 2004.
- 2a) This action is **FINAL**. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-25 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-25 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All b) Some * c) None of:
1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____. |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____. | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| | 6) <input type="checkbox"/> Other: _____. |

DETAILED ACTION

1. Claims 1-25 are presented for examination..

Claim Rejections - 35 USC § 102

2. Claims 1-25 are rejected under 35 U.S.C. 102(e) as being anticipated by Bateman et al (US Pat No. 6,311,231), herein after referred as Bateman.

Regarding claim 1, referring to figures 1-2, Bateman teaches a method of providing data relating to a customer contact with an automatic call distribution (ACD) system to an ACD agent, the method comprising:

providing an universal resource locator (URL) from the ACD system to a browser of the agent (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14);

accessing the URL) at a server in response to a request from the browser (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14);

providing at least one web page to the browser, the web page corresponding with the URL and including the data (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14);

Regarding claim 2, Bateman further teaches the method as in claim 1, further comprising accessing via the server at least one database to obtain at least some of the data for inclusion in the web page (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

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Regarding claim 3, Bateman further teaches the method as in claim 1, further comprising attaching information to the URL before providing the URL to the browser (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 4, Bateman further teaches the method as in claim 3, the information attached to the URL including contact processing information, said contact processing information including at least one of a group consisting of: type of the customer contact, identification of the agent, and treatment of the contact by the ACD (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 5, Bateman further teaches the method as in claim 3, the information attached to the URL including contact-derived information, said contact-derived information including at least one of a group consisting of: a calling party number, a billing number associated with an origin of the customer contact, a telephone number associated with the origin of the customer contact, a subscriber name associated with the origin of the customer contact, a called party number, information provided in response to a programmed script, identification of a customer provided in response to a programmed script, an account number provided in response to a programmed script, a product model number provided in response to a programmed script, an e-mail source name, an e-mail subject line, a callback number provided in a web callback contact, a callback name provided in a web callback contact, and a computer address associated with the origin of the customer contact (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 6, Bateman further teaches the method as in claim 1, wherein the data in the web page includes at least some information attached to the URL by the ACD (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 7, Bateman further teaches the method as in claim 1, further comprising selecting the URL based on information about the contact available to the ACD (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 8, Bateman further teaches the method as in claim 1, further comprising obtaining at least some of the data in the web page based on at least some information attached to the URL by the ACD (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 9, Bateman further teaches the method as in claim 1, wherein the step of providing the URL comprises: sending the URL to ACD console software of the agent; and providing the URL to the browser from the console software (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 10, Bateman further teaches the method as in claim 1, wherein the step of providing the URL comprises sending the URL directly to the browser from the ACD system (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 11, Bateman further teaches the method as in claim 1, the server being accessible through at least one of a group consisting of: a publicly accessible computer network, limited-access computer network, and a private computer network accessible within an organization operating the ACD (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

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Regarding claim 12, Bateman further teaches the method as in claim 1, the customer contact being one of a group consisting of: a telephone call, an e-mail contact, a web callback contact, a web chat contact, a facsimile contact, a video contact, and a web telephony voice contact (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

Regarding claim 13, Bateman further teaches the method as in claim 1, further comprising displaying the web page to the agent (see Figs 1-2; col. 6, Ins 30 – 59 and col. 12, Ins 11 - 14).

As to claims 14 and 20, they are rejected for the same reasons set forth to rejecting claim 1 above, since claims 14 and 20 are merely a system for implementing the method defined in the method claim 1.

As to claims 15 and 21, they are rejected for the same reasons set forth to rejecting claim 2 above, since claims 15 and 21 are merely a system for implementing the method defined in the method claim 2.

As to claims 16 and 22, they are rejected for the same reasons set forth to rejecting claim 3 above, since claims 16 and 22 are merely a system for implementing the method defined in the method claim 3.

As to claims 17 and 23, they are rejected for the same reasons set forth to rejecting claim 5 above, since claims 17 and 23 are merely a system for implementing the method defined in the method claim 5.

As to claim 18, it is rejected for the same reasons set forth to rejecting claim 6 above, since claim 18 is merely a system for implementing the method defined in the method claim 6.

As to claim 19, it is rejected for the same reasons set forth to rejecting claim 12 above, since claim 19 is merely a system for implementing the method defined in the method claim 12.

As to claim 24, it is rejected for the same reasons set forth to rejecting claim 13 above, since claim 24 is merely a system for implementing the method defined in the method claim 13.

As to claim 25, it is rejected for the same reasons set forth to rejecting claims 1-13.

Response to Arguments

3. Applicant's arguments with respect to claims 1-25 have been considered but are moot in view of the new ground(s) of rejection.

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306 and for formal communications intended for entry (please label the response "EXPEDITED PROCEDURE") or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

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Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

Apr 22, 2004



BING BUI
PATENT EXAMINER